# Order Cancellation

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Hello, in this session you will learn how to handle order cancellation in Rialto.

Orders that have been placed through Rialto can be cancelled if they have not yet been supplied by the provider. To view orders that have been placed you’ll go to Market > Order History.

Here you can see a list of all the orders that are awaiting approval or have been placed with ProQuest. When an order is eligible for cancellation, you will see an action to request it. If you do not see that action and need to request cancellation or any changes to the order, please contact support.

In this case, the order has been sent to ProQuest but not yet fulfilled. To request cancellation, click Cancel Order. This order is now pending cancellation.

When a requested cancellation is confirmed or when an order is cancelled by ProQuest, a notification will be sent to users with the Rialto Manager role. The Alma order line will automatically be cancelled, which includes cleaning up any inventory attached to that order.

If you do not see the option to cancel any orders or the Alma order line is not automatically being cancelled when an Rialto order is cancelled, please contact ProQuest to set this functionality it up.

You now know how to cancel an order in Rialto. Thanks for watching!